



# Enhancing Response to Victims: A Formative Evaluation of OVC's Law Enforcement-Based Victim Services (LEV) Program

## Summary Results from Phase One of the LEV Formative Evaluation

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## Disclaimer

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## 1. Introduction

The role of law enforcement-based victim services personnel is unique among advocates, social workers, and other helping professionals in the criminal justice system. Law enforcement-based victim services personnel have access to law enforcement agency personnel, crime reports and associated agency processes, and victims during crucial criminal justice system intersection points. These personnel often connect with and support victims immediately after reports are made and help them exercise their statutory rights. They are the only law enforcement agency personnel whose primary responsibility is to focus on the rights and needs of victims. Ensuring victims have access to law enforcement-based victim services personnel who provide robust and ethical services can mitigate the significant and long-term physical, psychological, and financial consequences of victimization (IACP, 2009; Laxminarayan, 2012; National Sheriffs' Association, 2010). This support can also mitigate the harm felt by many victims who interact with the criminal justice system when criminal investigations remain unsolved or never progress to prosecution.

In recognition of the need to expand and enhance law enforcement responses to crime victims, the Office for Victims of Crime (OVC) developed the Law Enforcement-Based Victim Services (LEV) program to develop new or enhance existing law enforcement-based victim services. The LEV program seeks to build and sustain law enforcement agencies' internal capacity to address the rights and needs of crime victims by funding law enforcement-based victim services personnel to provide trauma-informed direct services and coordinate efforts with community-based service providers. The LEV program has the potential to transform both the victims receiving assistance and the agencies receiving these funds. However, there is a need for baseline research to inform the development of effective law enforcement-based victim service programs.

Since 2018, 73<sup>a</sup> LEV programs have been funded across the United States. The programs are located within urban, rural, and Tribal areas and are situated within state, county, and local law enforcement agencies and sheriff's offices.

<sup>a</sup>Note: since the evaluation started, one LEV program has ended their participation.

In response to this need, in 2021, the National Institute of Justice (NIJ) funded RTI International, in partnership with the International Association of Chiefs of Police (IACP), to conduct a formative evaluation of the LEV program. This document provides an overview of phase one of the LEV Formative Evaluation and describes the LEV Inventory and Typology of LEV Programs, developed from our initial results.

## 2. LEV Formative Evaluation

NIJ funded the LEV Formative Evaluation to help us understand if victims' needs are being met and how LEV programs can help law enforcement agencies best serve victims. Learning more about law enforcement-based victim services personnel will broaden our collective understanding of this unique role and how agencies can ensure victims' access to their

rights and choices in the criminal justice system. This evidence base will enhance efforts to advance law enforcement-based personnel capacities, law enforcement agencies' response efforts, and the overarching field.

Formative evaluation occurs when a program is in the early stages of implementation and focuses on understanding the individual components and activities of the program, implementation strategies, and intended outcomes. Through formative evaluation, where the priority is learning and reflecting, implementation strengths and challenges are identified. This leads to better understanding of which LEV program elements are essential. Before the LEV program can be assessed for impact or effectiveness, it is critical to clearly understand the program (components and activities) and what it is intended to do (outcomes).

The LEV Evaluation was designed to occur in two phases. Because the LEV programs vary widely in their structure and implementation approaches, the first phase focused on understanding the LEV landscape. To meet this aim, the LEV programs were invited to complete a web-based survey to collect data across several topic areas (e.g., staffing, collaboration, services). Of the 73 LEV programs, 68 (93.2%) completed the survey, 4 (5.5%) partially completed the survey, and 1 (1.4%) did not respond. At least one person from each LEV program was asked to complete the survey, although a site could request that multiple people participate. Respondents included direct supervisors, technical leads, and LEV personnel. To supplement the survey, the LEV Training and Technical Assistance (TTA) Team provided administrative program information (e.g., agency size, supervisor type) for each LEV program, and data from the U.S. Census Bureau's American Community Survey provided contextual information about the programs' jurisdictions.

#### **Phase 1 Data Sources**

- » Web-based survey with LEV programs
- » Administrative information from the TTA Team
- » U.S. Census Bureau's American Community Survey 2015–2019 estimates

In phase two of the evaluation, 10 LEV programs will participate in virtual interviews and site visits. The site visits will include in-person interviews with LEV program staff, internal law enforcement collaborators, external partners, and victims who have received LEV program assistance. Data from phase one will be used to develop initial program logic models and inform phase two data collection.

### **3. LEV Program Inventory**

Information collected in phase one provides a comprehensive view of the LEV program and helps identify similarities and differences in approaches and document key characteristics across all LEV programs. The LEV Inventory will help agencies implement law enforcement-based victim services programs. The inventory displays characteristics across all 73 LEV programs and subsets of LEV programs filtered by specific characteristics. For example, someone interested in LEV program implementation in medium-sized law enforcement agencies

could filter by agency size. *Appendix A* provides guidance to navigate and use the Excel functions in the LEV Inventory.

The LEV Inventory is organized by the following categories: Community Characteristics, LEV Program Characteristics, and Types of Services/Assistance Referred or Provided. The variables included in each category are listed in *Exhibit 1* and are fully described in the inventory Excel file.

**Exhibit 1. Variables Included in the LEV Inventory**









<p><b>Community Characteristics</b></p> <ul style="list-style-type: none"> <li>• Total Population</li> <li>• Percent that Speak Language Other than English at Home</li> <li>• Percent in Poverty</li> <li>• Percent Unemployed</li> </ul>	<p><b>LEV Program Characteristics (<i>continued</i>)</b></p> <ul style="list-style-type: none"> <li>• Number of Internal Collaborators</li> <li>• Formalized Partnerships with External Agencies, Organizations, or Entities</li> <li>• Number of Formal Partnerships</li> </ul>
<p><b>LEV Program Characteristics</b></p> <ul style="list-style-type: none"> <li>• Law Enforcement Agency Size</li> <li>• New or Enhanced Program</li> <li>• Direct Supervisory Responsibility for the LEV Program</li> <li>• Number of LEV Personnel</li> <li>• Estimated Number of Total Victim Services Personnel</li> <li>• Hours Available to Respond to Victims</li> <li>• Routine Collaboration with Other Internal Units/Personnel</li> </ul>	<p><b>Types of Services/Assistance Referred or Provided</b></p> <ul style="list-style-type: none"> <li>• Number of Services Referred and Number of Services Provided for the following service types:             <ul style="list-style-type: none"> <li>– Information and Referrals</li> <li>– Legal and Victim's Rights Assistance</li> <li>– Financial and Material Assistance Services</li> <li>– Emotional Support and Safety</li> <li>– Health Advocacy</li> <li>– Other</li> <li>– All Services</li> </ul> </li> </ul>

## 4. Typology of LEV Programs

Descriptive statistics, such as crosstabs and means comparisons,<sup>1</sup> were used to explore similarities and differences across common LEV features and assist in categorization. Three key programmatic characteristics appear to differentiate programs: **agency size**, **program type**, and **supervisor type**. Profiles for each of these key characteristics are described in the following sections, and *Exhibit 2* provides an overview of the variables highlighted in the profiles.

<sup>1</sup> We also ran factor analysis and latent class analysis models but did not find any evidence of clustering.

**Exhibit 2. Variables Included in the LEV Typology Profiles**

Variable	Description	Source
 <b>Agency Size</b>	Size of the LEV law enforcement agency	TTA Team
 <b>Program Type</b>	LEV funding was used to start a <b>new</b> program or <b>enhance</b> an existing program	TTA Team
 <b>Supervisor Type</b>	Type of personnel who have direct supervisory responsibility over the LEV program	TTA Team
 <b>Services Referred</b>	Number of services and types of assistance (based on a list of 36) <b>provided via referral</b> by LEV personnel to crime victims (see <b>Appendix B</b> for the list of services)	Site
 <b>Services Provided</b>	Number of services and types of assistance (based on a list of 36) <b>provided directly</b> by LEV personnel to crime victims (see <b>Appendix B</b> for the list of services)	Site
 <b>Internal Collaborators</b>	Number of internal units and personnel the LEV program routinely collaborates with, of the following types: (1) records, (2) patrol, (3) investigative units, (4) crime prevention, (5) public information officer/media unit, (6) property evidence unit, (7) crime analysis unit, (8) finance/grant management unit, and (9) other	Site
 <b>Formal Partnerships</b>	Number of formalized external partnerships (e.g., contract, MOU, cooperative agreement) the LEV program has based on a list of 27 partner types (see <b>Appendix B</b> for the list of partner types)	Site
 <b>Communication with External Collaborators</b>	Average frequency of communication with external partner types (0=Never, 1=Rarely, 2=Sometimes, 3=Often, 4=Very Frequently)	Site

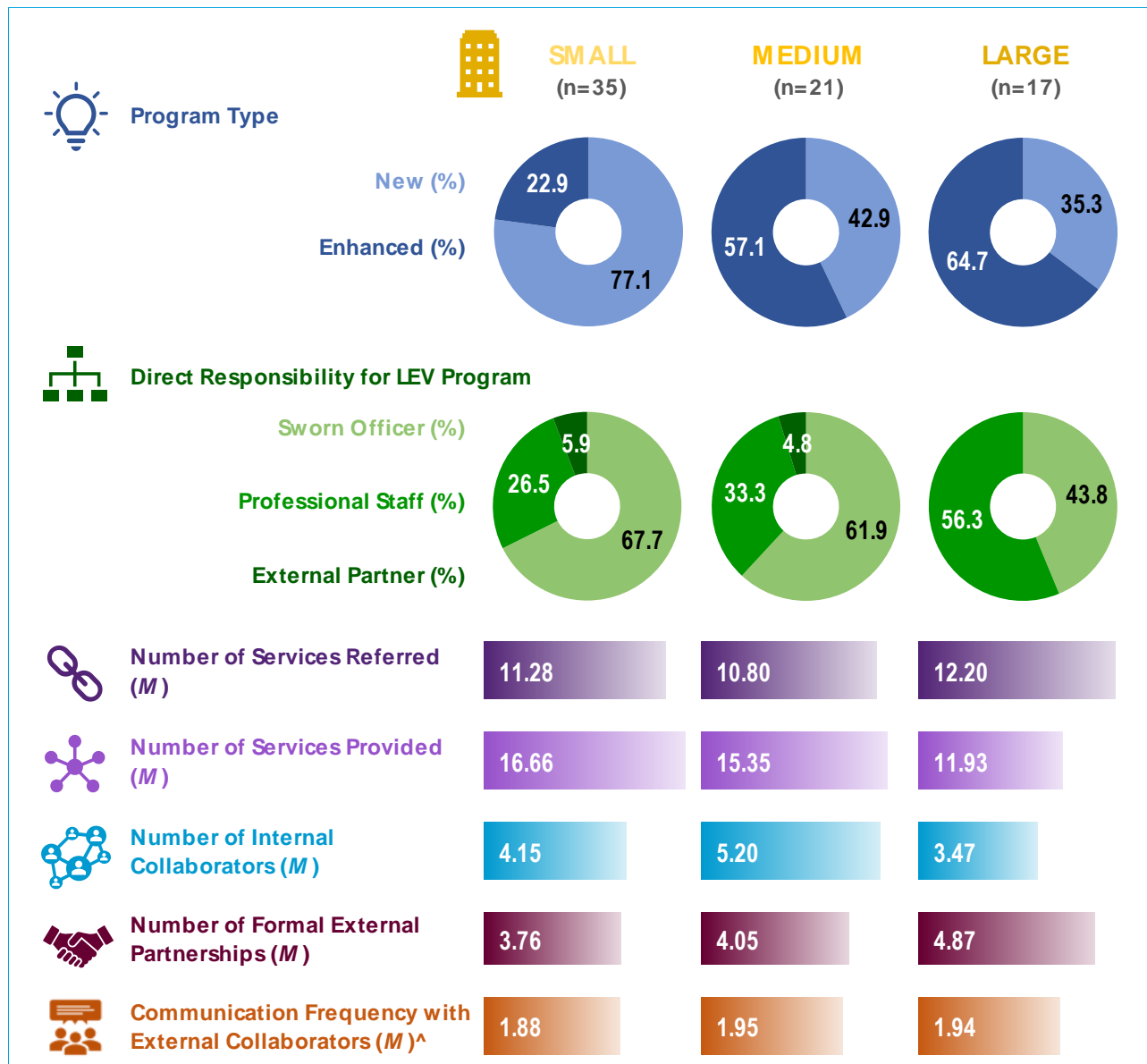
Note: MOU=Memorandum of Understanding; TTA=Training and Technical Assistance

#### 4.1 Agency Size

LEV programs represent small agencies with fewer than 100 sworn officers (n=35), medium agencies with 100–999 sworn officers (n=21), and large agencies with 1,000 or more sworn officers (n=17) (**Exhibit 3**). Some characteristics of the LEV programs varied by agency size. Most small agencies used LEV funding to develop a new program, and most medium and large agencies enhanced an existing program. LEV supervisor type varied such that the percentage of programs that have a sworn officer with direct responsibility for LEV decreases with agency size, and the percentages of programs that have professional staff with direct responsibility increases with agency size. LEV programs in large agencies refer more services and directly provide fewer services than small and medium agencies. LEV programs in medium agencies routinely collaborate with the highest number of internal units and personnel, and programs in large agencies collaborate with the fewest. The number of formal external partnerships the LEV programs have increases with agency size.



Exhibit 3. Profile of LEV Programs, by Agency Size



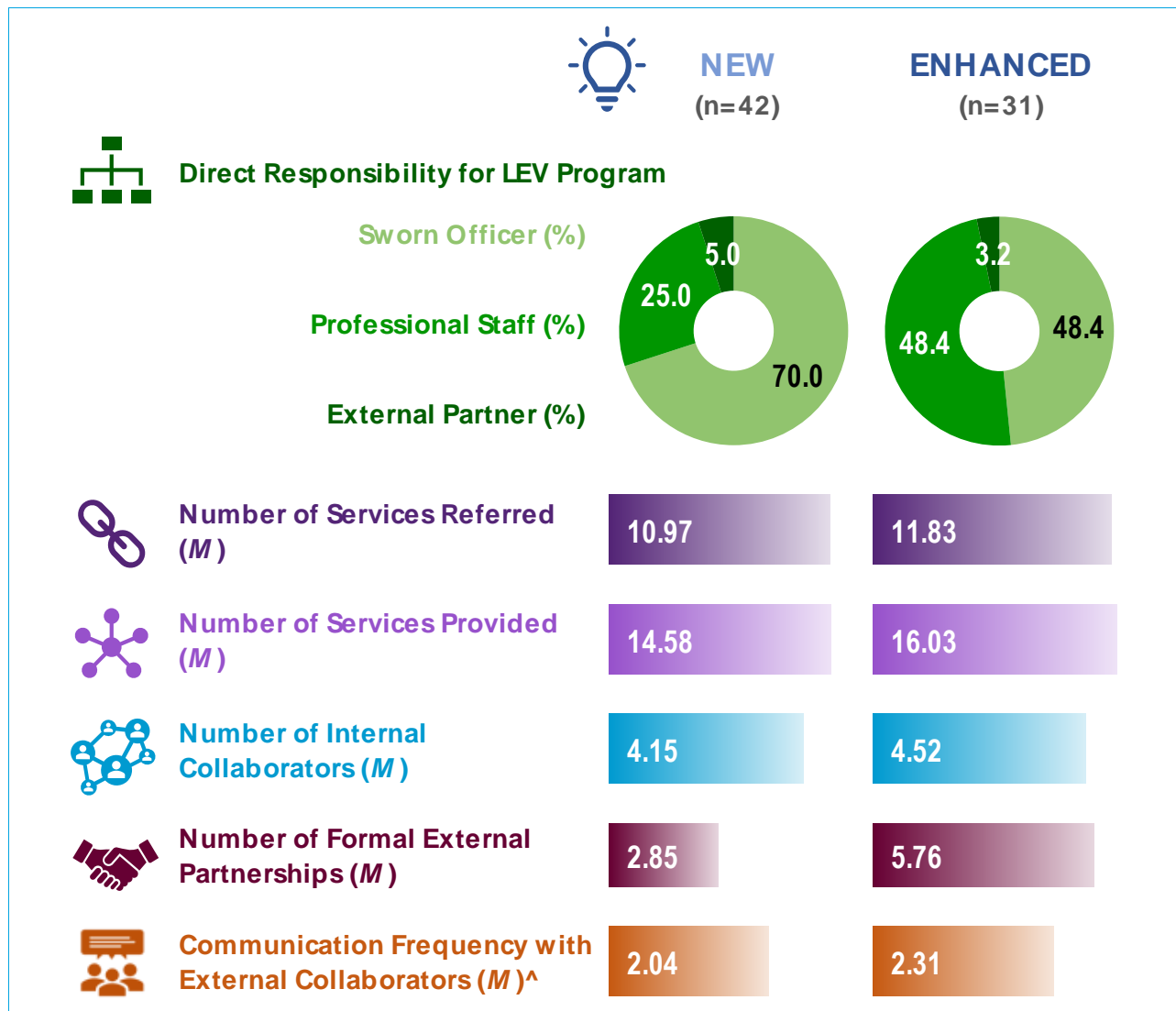
^Average across 27 collaborator types; 0=Never, 1=Rarely, 2=Sometimes, 3=Often, 4=Very Frequently

## 4.2 Program Type

LEV funding was available for agencies to start a new program (n=42) or enhance an existing program (n=31) (*Exhibit 4*). New programs were more likely to have a sworn officer with direct responsibility over LEV, while enhanced programs were evenly split between professional staff and sworn leadership. Unsurprisingly, enhanced programs were more developed than new programs in several respects, including both referring and directly providing more types of services, collaborating with more types of internal personnel, having more formal external partnerships, and communicating more frequently with many external collaborators.



Exhibit 4. Profile of LEV Programs, by Program Type

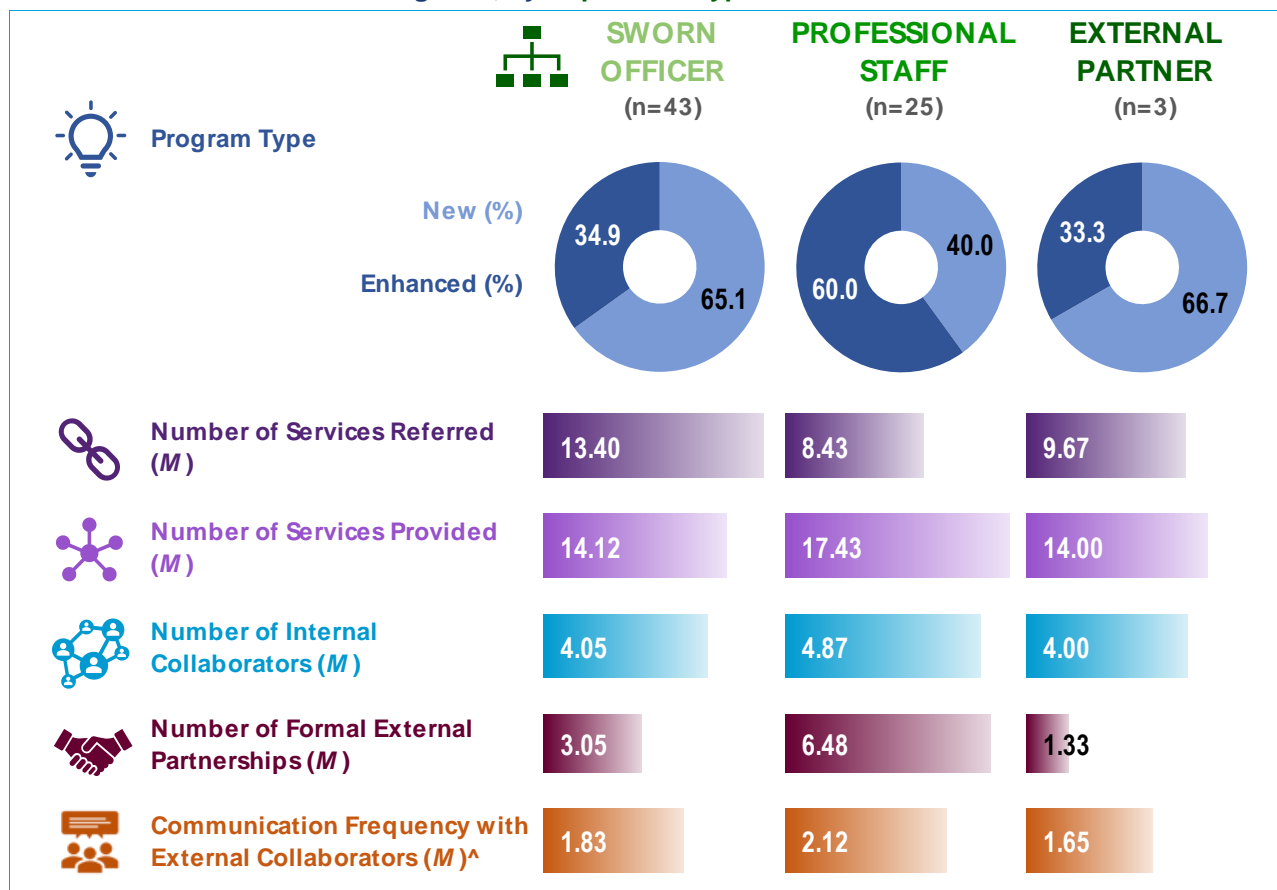


^Average across 27 collaborator types; 0=Never, 1=Rarely, 2=Sometimes, 3=Often, 4=Very Frequently

### 4.3 Supervisor Type

LEV programs are supervised by different types of staff, including sworn officers (n=43), professional staff (n=25), and external partners (n=3) (*Exhibit 5*). More than half of programs supervised by professional staff were using LEV funding to enhance existing programs (60%), and about two-thirds of programs supervised by sworn officers or external partners were developing new programs. In general, programs supervised by professional staff appear to have greater capacity than those supervised by sworn staff in some respects. Compared to programs supervised by sworn officers, programs with professional staff supervision referred fewer and directly provided more services, collaborated with more types of internal personnel, had more formal external partnerships, and communicated more frequently with many external collaborators.

Exhibit 5. Profile of LEV Programs, by Supervisor Type



^Average across 27 collaborator types; 0=Never, 1=Rarely, 2=Sometimes, 3=Often, 4=Very Frequently

Although not perfectly aligned, there appears to be a clustering of program characteristics such that new programs tend to be supervised by sworn officers and have lower capacity (i.e., fewer services, fewer internal and external partners, less communication). Although this is not particularly surprising, it reinforces that victim service programs need time to grow and evolve, and expectations around program capacity and staff responsibilities should be realistic. Developing internal relationships, identifying and securing partners, creating meaningful collaborations, and developing capacity to directly provide services are time-intensive, continual efforts.

**Exhibit 6** illustrates how these overarching aspects of the LEV program fit together to build overall capacity, thereby improving response to crime victims. It is important to note that the typology profiles and this illustration represent only a snapshot of the LEV programs and our initial understanding of them. Additional data collection and analysis will clarify the LEV programs' core components.

## 5. Next Steps

Although data collected in phase one of the evaluation did not yield distinct program models, it provided a wealth of descriptive information to better understand LEV program structures and

activities. Data tables in **Appendix C** provide a comprehensive overview of the evaluation survey results. These data will inform phase two of the evaluation, which focuses on learning why LEV programs and activities are designed as they are, what is working well, what has been challenging, how implementation has or will be adjusted, and how programs are approaching sustainability.

## 6. References

International Association of Chiefs of Police (IACP). (2009). *Enhancing law enforcement response to victims: A 21st century strategy*. Retrieved May 19, 2022, from [https://www.theiacp.org/sites/default/files/all/i-j/IACP Strategy REV 09 Layout 1.pdf#page=11](https://www.theiacp.org/sites/default/files/all/i-j/IACP%20Strategy%20REV%2009%20Layout%201.pdf#page=11).

Laxminarayan, M. (2012). Procedural justice and psychological effects of criminal proceedings: The moderating effect of offense type. *Social Justice Research*, 25(4), 390–405.

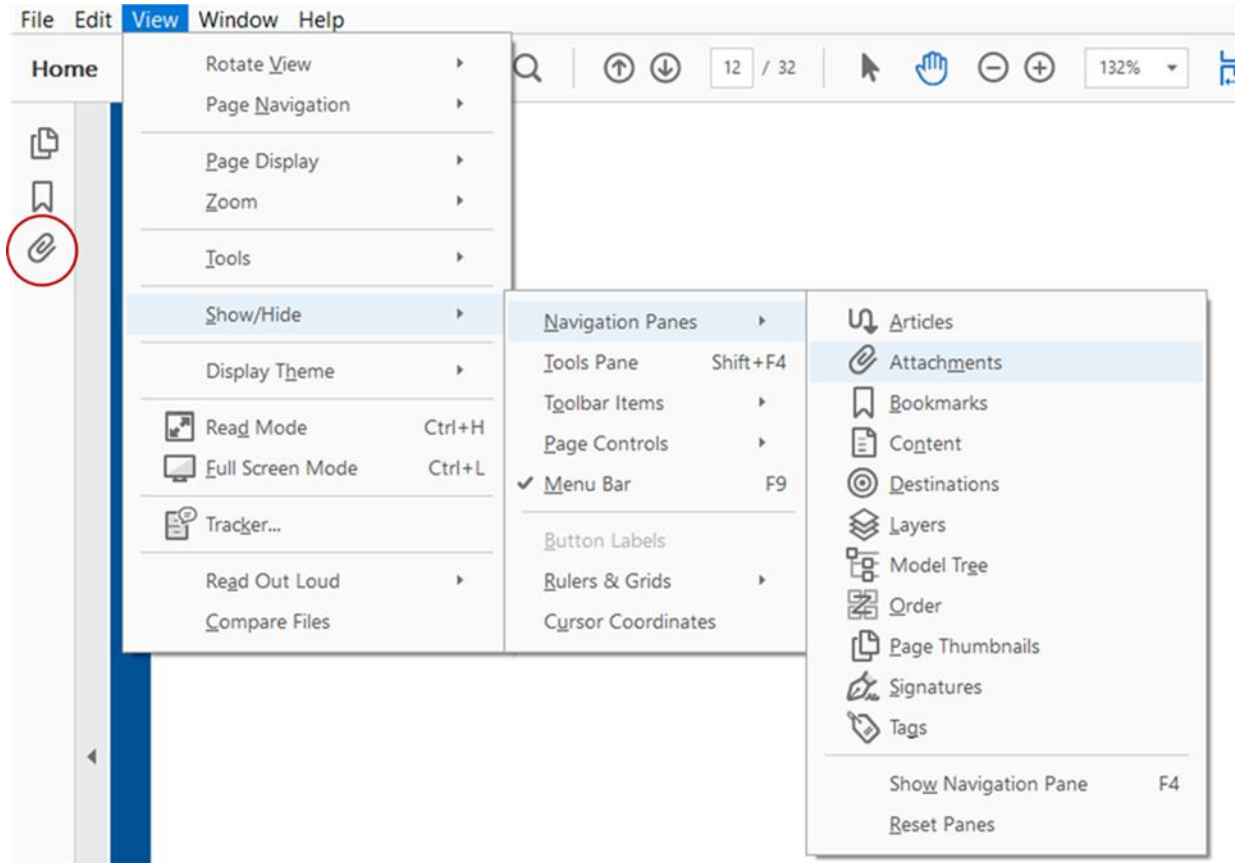
National Sheriffs' Association. (2010). *First response to victims of crime*. Washington, DC: U.S. Department of Justice, Office of Justice Programs, Office for Victims of Crime. Retrieved May 19, 2022, from <https://www.ovc.gov/publications/infores/pdfxt/2010FirstResponseGuidebook.pdf>

**Exhibit 6. LEV Program Evolution**



## Appendix A: LEV Inventory User Guidance

The LEV Inventory is an Excel file that is included in this report as an attachment. The file is accessible in the Navigation Pane on the left. If the Navigation Pane is not viewable, click on the Attachments icon on the left, or, choose **View > Show/Hide > Navigation Panes >** and select **Attachments** (see example below).



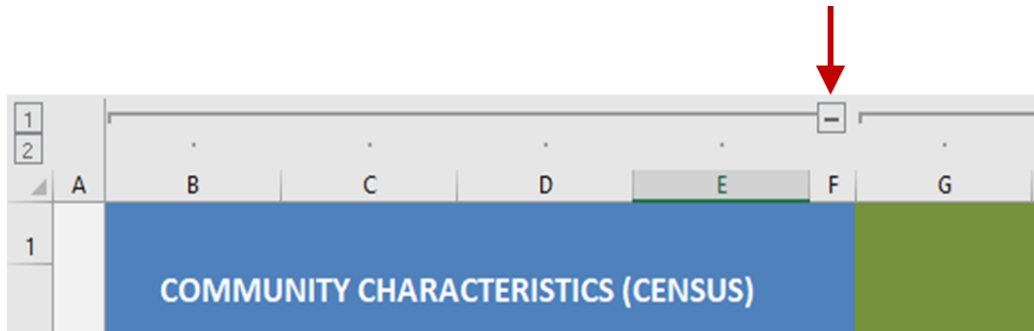
The inventory includes two tabs:

- *LEV Inventory*: The first tab lists inventory characteristics for each of the 73 LEV programs. Programs are listed in random order, and all identifying information has been removed. If a cell is blank, this means the information for the variable was not provided.
- *Variable Descriptions*: The second tab provides a description of the inventory variables, including the data source.

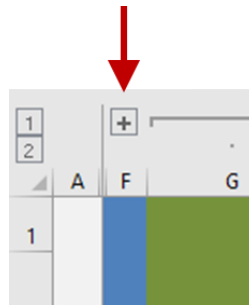
Several Excel functions in the spreadsheet that can help navigate the information are outlined below.

## A.1 Collapsing by Columns

LEV Inventory columns have been grouped by primary categories: Community Characteristics, LEV Program Characteristics, and Types of Services/Assistance Referred or Provided. To collapse the columns by these groups, click on the “ - ” buttons in the top margin (see example below).



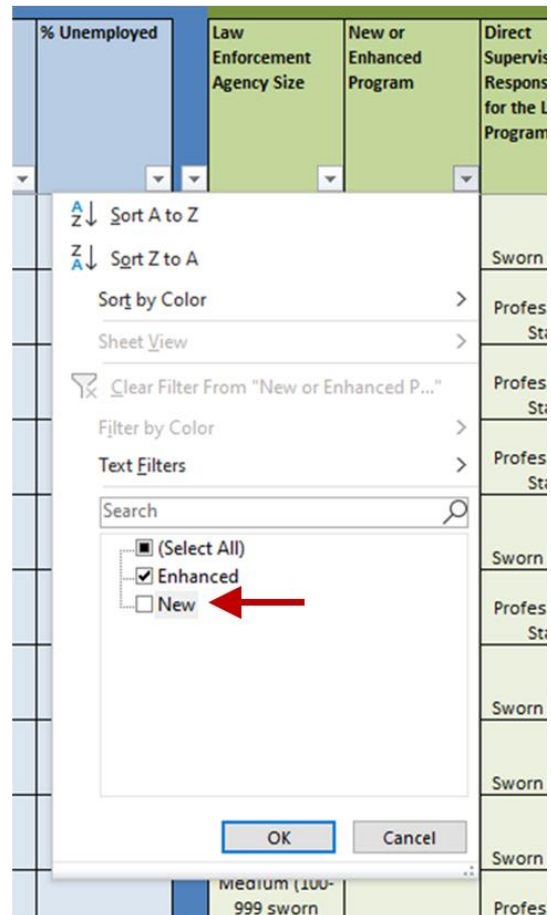
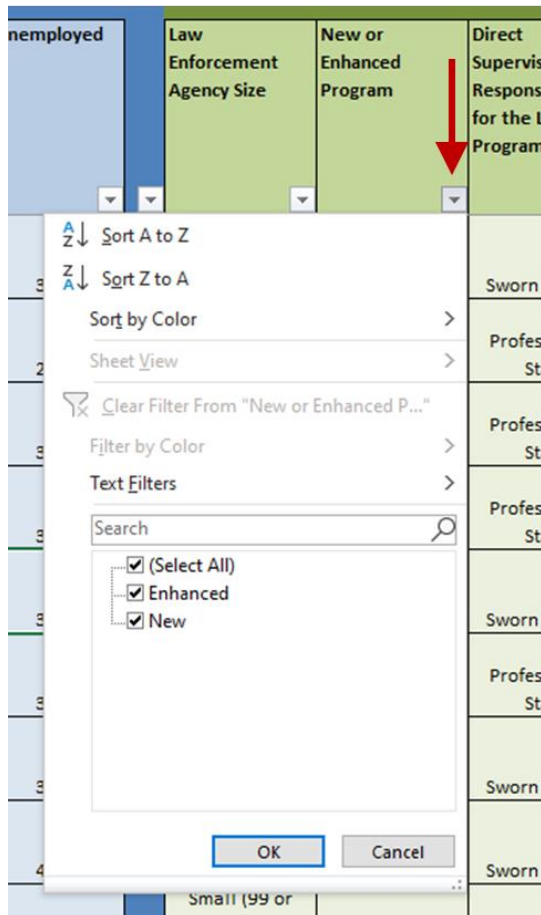
To expand collapsed columns, click on the “ + ” buttons in the top margin (see example below).



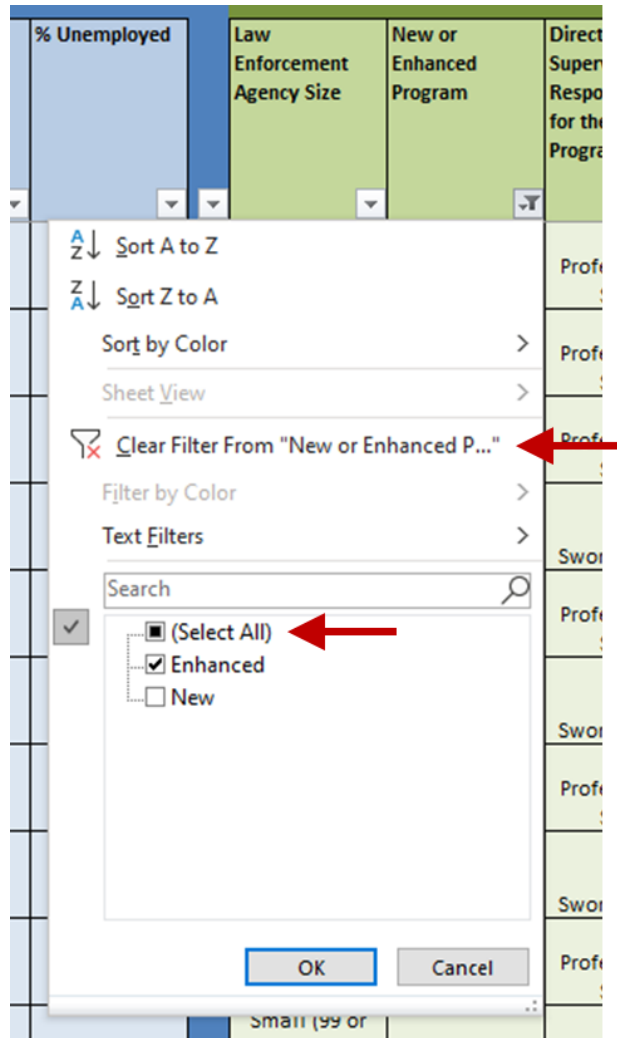
## A.2 Filtering by Selected Characteristics

In each column, there is a button with a down arrow (or inverted triangle) ▾. Click on it to see the filtering options for each variable.

In the example on the left side below, the filter button for New or Enhanced Program has been selected. To view just the “Enhanced” programs, unselect “New,” and click OK (see example on the right side). Then only “Enhanced” programs will be visible. For variables with several response options, multiple criteria can be selected at the same time.

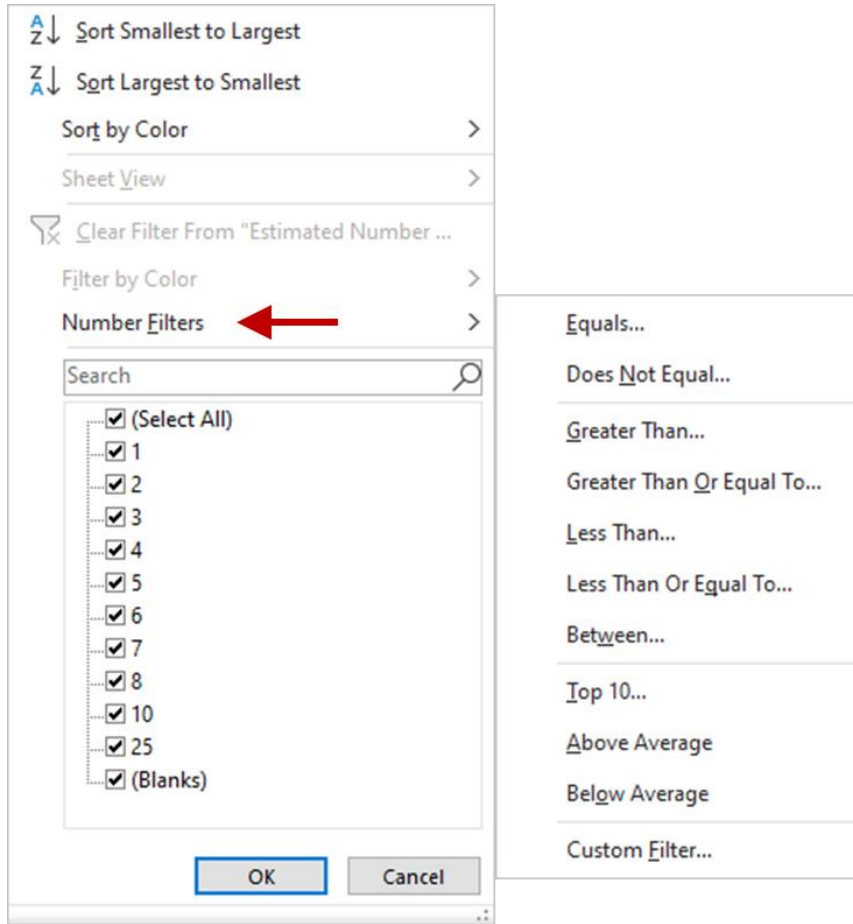


To remove filter criteria, select either “Clear Filter From New or Enhanced Program” or “(Select All)” (see example below).

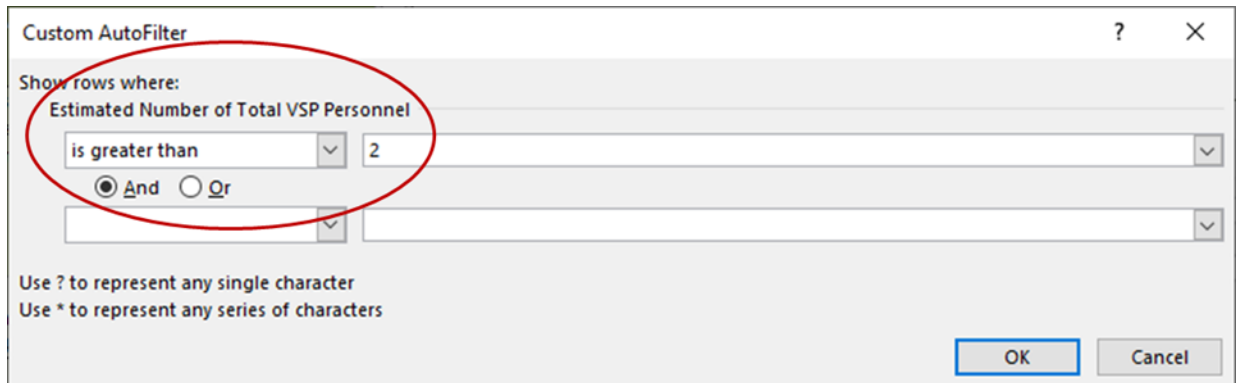




Numeric variables allow for additional filtering using different types of cutoffs (e.g., “Greater Than...”, “Less Than...”). Click on “Number Filters” and select an option to define your criteria (see example below).



In the example below, the entered criteria will result in showing rows (programs) only if the “Estimated Number of Total VSP Personnel” is greater than 2.



## Appendix B: Services and External Partner Types

*Exhibit B1* lists the types of services and assistance included in the LEV Evaluation Survey grouped by service bundle types.

### Exhibit B1. LEV Evaluation Survey: Services and Types of Assistance

Information and Referral	
<ul style="list-style-type: none"> <li>• General information about crime and victimization, prevention, or risk reduction</li> <li>• Notification of legal rights</li> <li>• Notification of case events or proceedings</li> </ul>	<ul style="list-style-type: none"> <li>• Case status update (investigation, etc. not tied to court proceeding)</li> <li>• Notification of offender release/status change</li> <li>• Assistance with needs related to reentry, probation, or parole, or related to expungement/vacatur of criminal record</li> </ul>
Legal and Victims' Rights	
<ul style="list-style-type: none"> <li>• Legal/victim rights implementation or enforcement assistance</li> <li>• Civil legal services (including with family law issues such as custody, visitation, or support)</li> <li>• Civil or criminal court accompaniment</li> <li>• Assistance in filing for a restraining, protection, or no contact order</li> </ul>	<ul style="list-style-type: none"> <li>• Victim/witness preparation</li> <li>• Law enforcement interview accompaniment/advocacy</li> <li>• Victim impact statement assistance</li> <li>• Immigration assistance (e.g., Continued Presence, U and T visas) or services for refugees or asylum seekers</li> </ul>
Financial and Material Assistance	
<ul style="list-style-type: none"> <li>• Assistance in filing for victim compensation, including filing and appealing claims</li> <li>• Restitution claim or collection assistance</li> <li>• Emergency financial assistance (e.g., emergency loans, petty cash) or payment for/assistance meeting basic needs (e.g., clothing, food)</li> <li>• Emergency, transitional, or relocation housing (e.g., shelter, hotel, safe house)</li> <li>• Intervention with employer, creditor, landlord, or academic institution</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation assistance</li> <li>• Assistance applying for public benefits assistance (e.g., TANF/Welfare, housing, social services)</li> <li>• Assistance with return of personal property/effects</li> <li>• Assistance with obtaining or replacing documents (e.g., birth certificate, driver's license, SSN card, identification card)</li> </ul>
Emotional Support and Safety	
<ul style="list-style-type: none"> <li>• Conflict resolution/mediation/negotiation or crime/violence de-escalation support (e.g., calming the victim or family members, preventing retaliation)</li> <li>• Immediate/emergency or long-term safety planning</li> <li>• Conduct or coordinate risk assessments</li> </ul>	<ul style="list-style-type: none"> <li>• Mental health services (e.g., individual or group counseling, support groups, other therapy)</li> <li>• Substance abuse services (assessment, prevention, or treatment)</li> </ul>
Health Advocacy	
<ul style="list-style-type: none"> <li>• Health advocacy services (e.g., accompaniment to medical forensic exam, navigating the health care system)</li> </ul>	

(continued)

**Exhibit B1. LEV Evaluation Survey: Services and Types of Assistance (continued)**

Other	
<ul style="list-style-type: none"><li>• On-scene coordinated response (e.g., community crisis response, helping assist at the crime scene) or crisis intervention</li><li>• Case management</li><li>• Language services (including interpretation and translation services)</li><li>• Services for deaf and hard of hearing</li></ul>	<ul style="list-style-type: none"><li>• Culturally or ethnically specific services (not including language services)</li><li>• Forensic interviews</li><li>• Restorative justice/victim offender dialogue</li></ul>

*Exhibit B2* lists the types of external partners included in the LEV Evaluation Survey.

**Exhibit B2. LEV Evaluation Survey: Types of External Partners**

<ul style="list-style-type: none"><li>• Other law enforcement agency</li><li>• Prosecutor/District Attorney Victim Witness Program</li><li>• Prosecutor or District/State/U.S. Attorney</li><li>• Public defense/defense attorney</li><li>• Court/judge(s)</li><li>• Correctional facility</li><li>• Parole/probation</li><li>• Coroner/medical examiner</li><li>• Hospitals/healthcare</li><li>• Violence interrupter/violence intervention program</li><li>• Hotlines/helplines/crisis lines</li><li>• Domestic violence services/advocacy</li><li>• Sexual assault services/advocacy</li></ul>	<ul style="list-style-type: none"><li>• Human trafficking services/advocacy</li><li>• Other victim services/advocacy</li><li>• Victim compensation program</li><li>• Shelter(s)</li><li>• Faith-based</li><li>• Grief and other support group(s)</li><li>• Child protective services</li><li>• Adult protective services</li><li>• Behavioral health/mental health/substance abuse services</li><li>• Legal aid/legal clinic(s)</li><li>• Administrators of TANF/welfare/public benefits</li><li>• School(s)/educational institution(s)</li><li>• Housing or homelessness-focused services</li><li>• LGBTQ-focused services</li></ul>
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## Appendix C: Detailed Results from Phase One of the LEV Formative Evaluation

*Exhibit C1* shows characteristics of the communities where LEV programs are located. The community is the geographic area that best corresponds to the LEV law enforcement agency type. For example, for a city police department, the community is the city. For a county sheriff department, the community is the county.

**Exhibit C1. LEV Community Characteristics**

Characteristic	Frequency	Mean	Range (Min–Max)
Total population	72	742,917	1,132–9,965,265
Median age	72	36.69	22.00–50.40
Race			
White only	72	58.31	2.18–96.30
Black or African American only	72	14.96	0.10–63.80
Native American or Alaska Native only	72	5.32	0.00–95.62
Asian only	72	3.65	0.00–22.30
Hawaiian or Pacific Islander only	72	0.14	0.00–1.60
Other race only	72	0.53	0.00–12.67
Two or more races	72	2.72	0.90–9.83
Hispanic or Latino	72	15.52	0.90–79.30
High school degree or higher	72	87.23	59.20–97.20
Primary language spoken at home is not English	67	18.73	0.60–72.20
Living in Poverty	72	17.98	2.25–63.30
Unemployment	72	3.97	1.30–17.35
Rural	72	49.31	0.00–100.00

Source: U.S. Census Bureau, 2015–2019 American Community Survey 5-Year Estimates. Full subject definitions are available at [https://www2.census.gov/programs-surveys/acs/tech\\_docs/subject\\_definitions/2019\\_ACSSubjectDefinitions.pdf](https://www2.census.gov/programs-surveys/acs/tech_docs/subject_definitions/2019_ACSSubjectDefinitions.pdf).

*Exhibits C2–C6* show results from the LEV Evaluation Survey across programs.

**Exhibit C2. LEV Program Characteristics**

Characteristic	Frequency	Mean ( <i>M</i> ) or %
Agency size	n=73	%
Small (99 or fewer sworn personnel)	35	47.9
Medium (100-999 sworn personnel)	21	28.8
Large (1,000 or more sworn personnel)	17	23.3
Jurisdiction type	n=73	%
City	40	54.8
County	18	24.7
State	6	8.2
Tribal	5	6.8
Campus	2	2.7
Other	2	2.7
Program type	n=73	%
New victim services program	42	57.5
Enhance an existing program	31	42.5
Supervisory responsibility	n=71	%
Sworn officer	43	60.6
Professional staff	25	35.2
External partner	3	4.2
Incorporation of LEV personnel	n=72	%
LEV personnel are not embedded within any specific units	52	72.2
LEV personnel are embedded within specific specialized unit(s) based on victimization type or assignment	20	27.8
Number of LEV personnel ( <i>M</i> )	72	1.39
Estimated number of victim services personnel ( <i>M</i> )	70	3.10
Availability of LEV personnel to respond to victims in crisis	n=66	%
Anytime, 24/7/365	29	43.9
Monday–Friday during business hours	27	40.9
Monday–Friday during business hours plus additional hours	10	15.2
Locations LEV personnel provide services/assistance to victims (SELECT ALL)	n=68	%
In the law enforcement agency/police department	66	97.1
Virtual/remotely	65	95.6
On the site of victimization	51	75.0
In victims' homes	51	75.0
In courthouses or in court-related settings (e.g., district attorney's office, public defender's office)	49	72.1
In hospitals or community-based health clinics	46	67.6
In a public space such as a coffee shop or library	30	44.1
In a school, college, or university building	24	35.3

(continued)

**Exhibit C2. LEV Program Characteristics (continued)**

Characteristic	Frequency	Mean (M) or %
In prisons, jails, or juvenile facilities	17	25.0
Other location	6	8.8
Other responsibilities of LEV personnel (SELECT ALL)	n=68	%
Training of internal/external personnel	41	60.3
Programmatic grant management	30	44.1
Supervisory	22	32.4
Seeking new funding	19	27.9
Budgetary grant management	15	22.1
None, no LEV personnel have any of the listed responsibilities	18	26.5
Have there been interns or volunteers assigned to work with LEV personnel?	n=68	%
Yes	19	27.9
No	49	72.1
Agency's progress toward implementing the intended components/activities of their LEV program	n=67	%
We are just getting started/we have made a little progress.	3	4.5
We have made a moderate amount of progress; some intended components/activities have not been implemented yet.	33	49.3
We have made substantial progress; most or all intended components/activities have been implemented.	31	46.3
Does your agency have a plan in place to sustain at least some components of your LEV program after the grant ends?	n=59	%
Yes	54	91.5
No	5	8.5

**Exhibit C3. LEV Collaborators and Partners**

Characteristic	Frequency	Mean (M) or %
Does your LEV program routinely work or collaborate with other internal units/personnel?	n=68	%
Yes	68	100.0
No	0	0.0
Number of internal collaborators (M)	68	4.31
Types of internal collaborators (SELECT ALL)	n=68	%
Patrol	54	79.4
Investigative units	44	64.7
Records	43	63.2
Finance/grant management unit	39	57.4
Public information office/media unit	36	52.9
Crime prevention	30	44.1
Crime analysis unit	20	29.4
Property/evidence unit	19	27.9
Other unit	8	11.8
Does your LEV program have formalized partnerships with any external agencies, organizations, or entities?	n=66	%
Yes	42	63.6
No	24	36.4
Number of external partners (M)	68	4.09
Types of external partners (SELECT ALL)	n=68	%
Domestic violence services/advocacy	29	42.6
Sexual assault services/advocacy	25	36.8
Prosecutor/District Attorney Victim Witness Program	22	32.4
Other law enforcement agency	17	25.0
Other victim services/advocacy	17	25.0
Shelters	15	22.1
Human trafficking services/advocacy	14	20.6
Prosecutor or District/State/U.S. Attorney	12	17.6
Victim compensation program	12	17.6
Behavioral health/mental health/substance abuse services	12	17.6
Child protective services	12	17.6
Hotlines/helplines/crisis lines	11	16.2
School/educational institution	10	14.7
Adult protective services	8	11.8
Hospitals/healthcare	8	11.8
Legal aid/legal clinics	8	11.8
Grief and other support groups	7	10.3
Housing or homelessness-focused services	7	10.3
Faith-based	6	8.8
Violence interrupter/violence intervention program	5	7.4

(continued)



**Exhibit C3. LEV Collaborators and Partners (continued)**

Characteristic	Frequency	Mean (M) or %
Court/judge(s)	4	5.9
LGBTQ-focused services	4	5.9
Parole/probation	4	5.9
Coroner/medical examiner	2	2.9
Administrators of TANF/welfare/public benefits	1	1.5
Public defense/defense attorney	0	0.0
Correctional facility	0	0.0
Other	6	8.8
How often LEV personnel communicate with the following types of agencies, organizations, or entities <sup>^</sup>		(M)
Domestic violence services/advocacy	68	3.09
Other victim services/advocacy	68	3.08
Sexual assault services/advocacy	68	2.98
Victim compensation program	68	2.86
Prosecutor/District Attorney Victim Witness Program	67	2.85
Other law enforcement agency	68	2.52
Behavioral health/mental health/substance abuse services	68	2.40
Shelter(s)	66	2.38
Child protective services	68	2.21
Human trafficking services/advocacy	68	2.05
Hotlines/helplines/crisis lines	68	1.99
Housing or homelessness-focused services	68	1.95
Grief and other support group(s)	68	1.90
Legal aid/legal clinic(s)	67	1.90
Hospitals/healthcare	67	1.83
Adult protective services	67	1.74
Faith-based	66	1.71
Violence interrupter/violence intervention program	64	1.66
Prosecutor or District/State/U.S. Attorney	66	1.64
School(s)/educational institution(s)	67	1.60
LGBTQ-focused services	67	1.35
Court/judge(s)	67	1.30
Administrators of TANF/welfare/public benefits	67	1.28
Parole/probation	66	1.11
Coroner/medical examiner	66	0.90
Correctional facility	66	0.83
Public defense/defense attorney	67	0.63

<sup>^</sup>0=Never, 1=Rarely, 2=Sometimes, 3=Often, 4=Very Frequently

**Exhibit C4. LEV Service Provision and Assistance**

Characteristic	Frequency	Mean (M) or %
Number of service types provided via referral (M)	67	11.34
Number of service types provided directly (M)	67	15.21
<b>Types of Services and Assistance Referred and Provided</b>		
<b>Information &amp; Referrals</b>		
General information about crime and victimization, prevention, or risk reduction	n=66	%
Not provided/referred	2	3.0
Referred to by LEV personnel	3	4.5
Provided directly by LEV personnel	61	92.4
Notification of legal rights	n=67	%
Not provided/referred	1	1.5
Referred to by LEV personnel	5	7.5
Provided directly by LEV personnel	61	91.0
Notification of case events or proceedings	n=67	%
Not provided/referred	1	1.5
Referred to by LEV personnel	12	17.9
Provided directly by LEV personnel	54	80.6
Case status update (not tied to court proceedings)	n=67	%
Not provided/referred	2	3.0
Referred to by LEV personnel	6	9.0
Provided directly by LEV personnel	59	88.1
Notification of offender release/status change	n=66	%
Not provided/referred	7	10.6
Referred to by LEV personnel	22	33.3
Provided directly by LEV personnel	37	56.1
Assistance with needs related to reentry, probation, or parole, or related to expungement/vacatur of criminal record	n=63	%
Not provided/referred	35	55.6
Referred to by LEV personnel	22	34.9
Provided directly by LEV personnel	6	9.5
<b>Legal &amp; Victim's Rights Assistance</b>		
Legal/victim rights implementation or enforcement assistance	n=66	%
Not provided/referred	6	9.1
Referred to by LEV personnel	17	25.8
Provided directly by LEV personnel	43	65.2
Civil legal services	n=65	%
Not provided/referred	8	12.3
Referred to by LEV personnel	39	60.0
Provided directly by LEV personnel	18	27.7
Civil or criminal court accompaniment	n=66	%
Not provided/referred	9	13.6
Referred to by LEV personnel	12	18.2
Provided directly by LEV personnel	45	68.2

(continued)

**Exhibit C4. LEV Service Provision and Assistance (continued)**

Characteristic	Frequency	Mean (M) or %
Assistance in filing for a restraining, protection, or no contact order	n=66	%
Not provided/referred	6	9.1
Referred to by LEV personnel	12	18.2
Provided directly by LEV personnel	48	72.7
Victim/witness preparation	n=66	%
Not provided/referred	11	16.7
Referred to by LEV personnel	28	42.4
Provided directly by LEV personnel	27	40.9
Law enforcement interview accompaniment/advocacy	n=66	%
Not provided/referred	5	7.6
Referred to by LEV personnel	8	12.1
Provided directly by LEV personnel	53	80.3
Victim impact statement assistance	n=65	%
Not provided/referred	13	20.0
Referred to by LEV personnel	20	30.8
Provided directly by LEV personnel	32	49.2
Immigration assistance or services for refugees or asylum seekers	n=65	%
Not provided/referred	26	40.0
Referred to by LEV personnel	27	41.5
Provided directly by LEV personnel	12	18.5
<b>Financial &amp; Material Assistance Services</b>		
Assistance in filing for victim compensation, including filing and appealing claims	n=65	%
Not provided/referred	6	9.2
Referred to by LEV personnel	7	10.8
Provided directly by LEV personnel	52	80.0
Restitution claim and/or collection assistance	n=64	%
Not provided/referred	16	25.0
Referred to by LEV personnel	32	50.0
Provided directly by LEV personnel	16	25.0
Emergency financial assistance	n=64	%
Not provided/referred	10	15.6
Referred to by LEV personnel	27	42.2
Provided directly by LEV personnel	27	42.2
Emergency, transitional, or relocation housing	n=66	%
Not provided/referred	6	9.1
Referred to by LEV personnel	28	42.4
Provided directly by LEV personnel	32	48.5
Intervention with employer, creditor, landlord, or academic institution	n=64	%
Not provided/referred	12	18.8
Referred to by LEV personnel	15	23.4
Provided directly by LEV personnel	37	57.8

(continued)

**Exhibit C4. LEV Service Provision and Assistance (continued)**

Characteristic	Frequency	Mean (M) or %
Transportation assistance	n=67	%
Not provided/referred	12	17.9
Referred to by LEV personnel	18	26.9
Provided directly by LEV personnel	37	55.2
Assistance applying for public benefits assistance	n=65	%
Not provided/referred	9	13.8
Referred to by LEV personnel	36	55.4
Provided directly by LEV personnel	20	30.8
Assistance with return of personal property/effects	n=67	%
Not provided/referred	9	13.4
Referred to by LEV personnel	20	29.9
Provided directly by LEV personnel	38	56.7
Assistance with obtaining or replacing documents	n=66	%
Not provided/referred	14	21.2
Referred to by LEV personnel	29	43.9
Provided directly by LEV personnel	23	34.8
<b>Emotional Support &amp; Safety</b>		
Conflict resolution/mediation/negotiation or crime/violence de-escalation support	n=66	%
Not provided/referred	8	12.1
Referred to by LEV personnel	19	28.8
Provided directly by LEV personnel	39	59.1
Immediate/emergency or long-term safety planning	n=67	%
Not provided/referred	3	4.5
Referred to by LEV personnel	7	10.4
Provided directly by LEV personnel	57	85.1
Conduct or coordinate risk assessments	n=65	%
Not provided/referred	17	26.2
Referred to by LEV personnel	18	27.7
Provided directly by LEV personnel	30	46.2
Mental health services	n=66	%
Not provided/referred	5	7.6
Referred to by LEV personnel	52	78.8
Provided directly by LEV personnel	9	13.6
Substance abuse services	n=67	%
Not provided/referred	10	14.9
Referred to by LEV personnel	51	76.1
Provided directly by LEV personnel	6	9.0
<b>Health Advocacy</b>		
Health advocacy services	n=67	%
Not provided/referred	8	11.9
Referred to by LEV personnel	33	49.3
Provided directly by LEV personnel	26	38.8

(continued)

**Exhibit C4. LEV Service Provision and Assistance (continued)**

Characteristic	Frequency	Mean (M) or %
<b>Other Services &amp; Support</b>		
On-scene coordinated response	n=67	%
Not provided/referred	8	11.9
Referred to by LEV personnel	8	11.9
Provided directly by LEV personnel	51	76.1
Case management	n=67	%
Not provided/referred	2	3.0
Referred to by LEV personnel	16	23.9
Provided directly by LEV personnel	49	73.1
Language services	n=67	%
Not provided/referred	15	22.4
Referred to by LEV personnel	30	44.8
Provided directly by LEV personnel	22	32.8
Services for deaf and hard of hearing	n=65	%
Not provided/referred	24	36.9
Referred to by LEV personnel	33	50.8
Provided directly by LEV personnel	8	12.3
Culturally or ethnically specific services	n=65	%
Not provided/referred	16	24.6
Referred to by LEV personnel	35	53.8
Provided directly by LEV personnel	14	21.5
Forensic interviews	n=66	%
Not provided/referred	23	34.8
Referred to by LEV personnel	32	48.5
Provided directly by LEV personnel	11	16.7
Restorative justice/victim dialogue	n=63	%
Not provided/referred	35	55.6
Referred to by LEV personnel	25	39.7
Provided directly by LEV personnel	3	4.8
Other services	n=25	%
Not provided/referred	23	92.0
Referred to by LEV personnel	0	0.0
Provided directly by LEV personnel	2	8.0
<b>Frequency of Services and Assistance Provided Directly<sup>^</sup></b>		<b>M</b>
<b>Information &amp; Referrals</b>		
General information about crime and victimization, prevention, or risk reduction	60	2.49
Notification of legal rights	61	2.55
Notification of case events or proceedings	54	2.33
Case status update (investigation, etc. not tied to court proceeding)	59	2.19
Notification of offender release/status change	36	1.73
Assistance with needs related to reentry, probation, or parole, or related to expungement/vacatur of criminal record	6	0.67

(continued)

**Exhibit C4. LEV Service Provision and Assistance (continued)**

Characteristic	Frequency	Mean (M) or %
<b>Legal &amp; Victim's Rights Assistance</b>		
Legal/victim rights implementation or enforcement assistance	43	2.07
Civil legal services (including with family law issues such as custody, visitation, or support)	18	1.78
Civil or criminal court accompaniment	44	1.79
Assistance in filing for a restraining, protection, or no contact order	48	2.07
Victim/witness preparation	27	1.67
Law enforcement interview accompaniment/advocacy	52	1.96
Victim impact statement assistance	31	1.48
Immigration assistance (e.g., Continued Presence, U and T visas) or services for refugees or asylum seekers	12	1.38
<b>Financial &amp; Material Assistance Services</b>		
Assistance in filing for victim compensation, including filing and appealing claims	51	2.12
Restitution claim or collection assistance	16	2.03
Emergency financial assistance (e.g., emergency loans, petty cash) or payment for/assistance meeting basic needs (e.g., clothing, food)	27	1.70
Emergency, transitional, or relocation housing (e.g., shelter, hotel, safe house)	31	1.90
Intervention with employer, creditor, landlord, or academic institution	37	1.30
Transportation assistance	37	1.61
Assistance applying for public benefits assistance (e.g., TANF/Welfare, housing, social services)	19	1.29
Assistance with return of personal property/effects	38	1.47
Assistance with obtaining or replacing documents (e.g., birth certificate, drivers license, SSN card, identification card)	23	1.07
<b>Emotional Support &amp; Safety</b>		
Conflict resolution/mediation/negotiation or crime/violence de-escalation support (e.g., calming the victim or family members, preventing retaliation)	39	1.59
Immediate/emergency or long-term safety planning	57	2.02
Conduct or coordinate risk assessments	30	2.07
Mental health services (e.g., individual or group counseling, support groups, other therapy)	8	1.92
Substance abuse services (assessment, prevention, or treatment)	5	1.80
<b>Health Advocacy</b>		
Health advocacy services (e.g., accompaniment to medical forensic exam, navigating the health care system)	26	1.44

(continued)

**Exhibit C4. LEV Service Provision and Assistance (continued)**

Characteristic	Frequency	Mean (M) or %
<b>Other Services &amp; Support</b>		
On-scene coordinated response (e.g., community crisis response, helping assist at the crime scene) or crisis intervention	51	1.47
Case management	49	2.35
Language services (including interpretation and translation services)	22	1.41
Services for deaf and hard of hearing	8	0.75
Culturally or ethnically specific services (not including language services)	14	1.89
Forensic interviews	11	2.00
Restorative justice/victim offender dialogue	3	2.67

^0=Rarely, 1=Sometimes, 2=Often, 3=Always/Almost Always

**Exhibit C5. LEV Training**

Characteristic	Frequency	Mean (M) or %
<b>Types of Training Provided to LEV Personnel</b>		
Victim rights	n=66	%
Not provided	1	1.5
Not provided, but planning to	1	1.5
Provided to some	1	1.5
Provided to all	63	95.5
Victim compensation	n=64	%
Not provided	2	3.1
Not provided, but planning to	1	1.6
Provided to some	6	9.4
Provided to all	55	85.9
Victim needs and services	n=66	%
Not provided	0	0.0
Not provided, but planning to	2	3.0
Provided to some	1	1.5
Provided to all	63	95.5
Partnership building to enhance services for victims	n=65	%
Not provided	4	6.2
Not provided, but planning to	3	4.6
Provided to some	1	1.5
Provided to all	57	87.7
Victimization-specific dynamics	n=66	%
Not provided	3	4.5
Not provided, but planning to	3	4.5
Provided to some	0	0.0
Provided to all	60	90.9

(continued)



**Exhibit C5. LEV Training (continued)**

Characteristic	Frequency	Mean (M) or %
Trauma-informed practices	n=66	%
Not provided	0	0.0
Not provided, but planning to	1	1.5
Provided to some	1	1.5
Provided to all	64	97.0
Vicarious (secondary) trauma	n=66	%
Not provided	0	0.0
Not provided, but planning to	7	10.6
Provided to some	2	3.0
Provided to all	57	86.4
Cultural awareness/responsiveness	n=66	%
Not provided	1	1.5
Not provided, but planning to	5	7.6
Provided to some	4	6.1
Provided to all	56	84.8
Safety training for victim services personnel	n=65	%
Not provided	5	7.7
Not provided, but planning to	6	9.2
Provided to some	1	1.5
Provided to all	53	81.5
Documentation practices, including legal requirements	n=66	%
Not provided	3	4.5
Not provided, but planning to	3	4.5
Provided to some	4	6.1
Provided to all	56	84.8
Law enforcement culture	n=65	%
Not provided	6	9.2
Not provided, but planning to	2	3.1
Provided to some	0	0.0
Provided to all	57	87.7
Law enforcement policies/practices	n=64	%
Not provided	5	7.8
Not provided, but planning to	0	0.0
Provided to some	0	0.0
Provided to all	59	92.2
LEV personnel receive training from: (SELECT ALL)	n=68	%
OVC Victim Assistance Training Online (VAT Online)	58	85.3
LEV TTA	51	75.0
Local community-based partner organization trainings	50	73.5
Other state-based victim assistance trainings	36	52.9
OVC National Victim Assistance Academy (NVAA)	33	48.5
NOVA Victim Assistance Academy (NVAA)	32	47.1
Other national victim assistance trainings	31	45.6
Roll call/briefing training	31	45.6

(continued)

**Exhibit C5. LEV Training (continued)**

Characteristic	Frequency	Mean (M) or %
State Victim Assistance Academy	30	44.1
State or national victim assistance conferences	28	41.2
Police academy courses specific to victim services	24	35.3
Other	11	16.2
Don't know	1	1.5
No training currently provided	0	0.0
LEV personnel participate in cross-training with: (SELECT ALL)	n=68	%
Investigators/detectives	40	58.8
Patrol officers	35	51.5
Sworn supervisors/command staff	30	44.1
Communications/dispatch personnel	17	25.0
Records personnel	15	22.1
Public information officers	11	16.2
Don't know	10	14.7
None, LEV personnel do not cross-train with any of the listed personnel	20	29.4

**Exhibit C6. LEV Documentation Practices**

Characteristic	Frequency	Mean (M) or %
LEV personnel use the following to document the services provided to victims: (SELECT ALL)	n=68	%
Agency Record Management System (RMS)	34	50.0
Software system purchased specifically for LEV personnel	24	35.3
Database built by agency personnel	20	29.4
External employing-agency's system	3	4.4
Other	16	23.5
Don't know	2	2.9
None, no electronic tracking is used	6	8.8
LEV personnel's access to the agency RMS/incident information and records	n=65	%
Full access	43	66.2
Read-only or partial access	20	30.8
No access	2	3.1
LEV-related materials and documents the law enforcement agencies have (SELECT ALL)	n=68	%
Victim services position descriptions	60	88.2
Victim services personnel responsibilities	58	85.3
Victim services vision and mission statement/goals	52	76.5
Mandated reporting protocol	50	73.5
Victim services personnel standards	45	66.2
Case-specific protocols	44	64.7

(continued)

**Exhibit C6. LEV Documentation Practices (continued)**

Characteristic	Frequency	Mean ( <i>M</i> ) or %
Language access protocol	44	64.7
Victim services documentation and record maintenance standards	44	64.7
On-call response protocol	43	63.2
Victim services code of ethics	40	58.8
Employee assistance protocol	39	57.4
Victim/witness interview protocol	37	54.5
Parent/guardian information protocol	34	50.0
Death notification protocol	29	42.6
Don't know	7	10.3
None of these	0	0.0